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A business volume and workforce requirements forecaster includes a business structure, a forecast structure, certain hierarchical levels of which map to corresponding hierarchical levels in the business structure, a volume forecaster which forecasts business volume responsive to historical data and to the business and forecast structures, and a workforce requirements engine which forecasts workforce requirements responsive to the forecast business volume. Business volume is forecast for a predefined duration, responsive to both a first set of historical data, and to the business and forecast structures. Forecasting business volume can be done using a daily trend forecasting algorithm, or using an exponential smoothing algorithm. One algorithm may be used for some forecast categories while the other algorithm is used for other categories. Forecasting business volumes can include either forecasting business volume for a predefined duration, responsive to a first set of historical data, or forecasting a traffic pattern for the predefined duration, responsive to a second set of historical data, depending on the forecast category. Calculation of workforce requirements includes task level consolidation, as well as resource leveling, and can include dynamic standard assignment, wherein different metrics are selected at different times, and where a task is associated with a plurality of standards. An event calendar is defined, and at least one event is selected from the event calendar such that the event is considered in the step of forecasting.